

Subject 10/20 UPGRADE PROGRAM (U.S.)

PROGRAM DESCRIPTION

With the announcement of the new 20 Megabyte Fixed Disk Drive for the COMPAQ PORTABLE II,™ we are offering your COMPAQ PORTABLE II customers an opportunity to upgrade their 10 Megabyte Fixed Disk Drives to the 20 Megabyte Fixed Disk Drive at a special Suggested Retail Price. The 10/20 Upgrade Program is available only from Authorized COMPAQ® Computer Dealers through June 16, 1986.

This program allows you to satisfy your customers' needs for greater storage capacity with reliable COMPAQ Quality Parts. In addition, you, too, can take advantage of the upgrade program by adjusting your current inventory to meet future customer demand for the new COMPAQ PORTABLE II Model 4.

We encourage you to contact your COMPAQ PORTABLE II customers who purchased the 10 Megabyte Fixed Disk Drive and offer them the 10/20 Upgrade Program. At the same time, you may upgrade 10 Megabyte Fixed Disk Drives from COMPAQ PORTABLE II units or Option Kits that are currently in your inventory.

AUTHORIZED DEALER PROCEDURES

1. Contact your COMPAQ PORTABLE II customers and inform them of the 10/20 Upgrade Program.
2. Before calling COMPAQ, determine whether the 10 Megabyte Fixed Disk Drive to be upgraded is:
 - a. From a customer's system
 - b. From your own dealer inventory
 - a new, unused Option Kit, Part Number 104258-001, or
 - a 10 Megabyte Fixed Disk Drive from a new, unused PORTABLE II

NOTE: SINCE MANY PORTABLE II END-USERS WILL NOT NEED TO UPGRADE TO THE NEW 20 MEGABYTE FIXED DISK DRIVE, IT WILL STILL BE NECESSARY TO SUPPORT THE 10 MEGABYTE FIXED DISK DRIVE. THEREFORE, COMPAQ SPARE PART NUMBER 104183-001 IS NOT ELIGIBLE FOR THE 10/20 UPGRADE PROGRAM.

2. Call COMPAQ Service Administration to order the 20 Megabyte Fixed Disk Drive Upgrade Kit:

Part Number 104417-001

A Purchase Order Number is required to order the Upgrade Kit.

Tell Service Administration whether the upgrade is for a customer's system or for a new drive from your dealer inventory (see above).

You will be issued an RMA Number at this time for each 10 Megabyte Fixed Disk Drive to be upgraded.

No orders for the 20 Megabyte Fixed Disk Drive Upgrade Kit will be accepted after close of business June 16, 1986.

3. Complete one Exchange Tag for each 10 Megabyte Fixed Disk Drive to be upgraded. A sample Exchange Tag is attached.

PLEASE NOTE: THE FOLLOWING INFORMATION IS REQUIRED TO PROCESS THE UPGRADE:

- COMPAQ I.D. NO. (Dealer I.D. Number)
- Dealer Name
- Dealer Phone Number
- Dealer Signature
- Date - Use the date the RMA Number was issued.
- Unit S/N - if applicable
- ~~COMPAQ Part Number - Part Number 104258-001~~
- Part Description - 10 Megabyte Fixed Disk Drive Option
- Action Code - 50
- RMA Number
- Dealer Comments - 10/20 UPGRADE PROGRAM

IF THIS IS A CUSTOMER UPGRADE, THE FOLLOWING INFORMATION IS REQUIRED, IN ADDITION TO THE INFORMATION LISTED ABOVE:

- Unit S/N
- Unit Sale Date
- Model - COMPAQ PORTABLE II

4. Before you ship the 10 Megabyte Fixed Disk Drive to be upgraded, wait until you receive the 20 Megabyte Fixed Disk Drive Upgrade Kit from COMPAQ. Use that shipping box to return the 10 Megabyte Fixed Disk Drive to COMPAQ, one drive per box.

Clearly write the RMA Number on the outside of the shipping box.

Return the 10 Megabyte Fixed Disk Drive to:

COMPAQ Computer Corporation
Brookhollow Dock #1
9781 West Gulf Bank
Houston, TX 77040

No returns will be accepted after close of business on June 30, 1986.

Dealers are responsible for shipping charges on items returned to COMPAQ.

COMPAQ Administration

1. After receiving your telephone request for an upgrade, COMPAQ will ship the Upgrade Kit to you via 2nd Day Air. COMPAQ will pay the 2nd Day Air shipping charges.
2. COMPAQ will invoice you for the 20 Megabyte Fixed Disk Drive Option at the new Dealer Price.
3. When COMPAQ receives the 10 Megabyte Fixed Disk Drive, COMPAQ will credit your account for the return at the new Dealer Price for the 10 Megabyte Fixed Disk Drive Option, Part Number 104258-001, less an upgrade charge. Dealer pricing is enclosed in this package.

The normal COMPAQ 90-Day Limited Warranty, which begins on the date of installation in the customer's system, applies to the 20 Megabyte Fixed Disk Drive Upgrade Kit.

For further information, please contact COMPAQ Service Administration at:

800-231-9977

(All Authorized Dealers)

Telex:

795437

A/B:

COMPAQCOMP HOU (Houston, TX)

EXCHANGE TAG**COMPAQ®****B-672854**WARRANTY ☐
OUT OF WARRANTY ☐SERVICE
TYPE ☐

SEQ. NO. _____

COMPAQ® I.D. NO. 9999CUSTOMER NAME JOHN Q. PUBLIC PHONE 713,943-7980CUSTOMER SIGNATURE John Q. Public DATE _____DEALER NAME PAGANINI COMPUTER SHOP PHONE 713,844-3477DEALER SIGNATURE John Q. Ramm DATE 4-16-86UNIT S/N 3604213B0231 UNIT SALE DATE 3-12-86MODEL PORTABLE II PRODUCT CODE ☐COMPAQ PART NO. 104258-001 SUBASSEMBLY CODE ☐PART DESCRIPTION (ONE PART PER TAG) 10 MB FIXED DISK DRIVE UPGRADE

PART SERIAL NUMBER _____

DIAGNOSTIC ERROR CODE ☐ PROBLEM CODE ☐ ACTION CODE 50

PROBLEM DESCRIPTION _____

RMA NO. 750361-A P.O. NUMBER _____COMPAQ SERVICE AGREEMENT NO. _____ SHIPPING INSTRUCTIONS:
NORMAL ☐ EXPEDITE ☐DEALER COMMENTS 10120 UPGRADE PROGRAMRETURN PARTS TO COMPAQ SERVICE DEPT., COMPAQ COMPUTER CORPORATION,
BROOKHOLLOW DOCK NO. 1, 9781 WEST GULF BANK, HOUSTON, TEXAS 77040.**REMEMBER TO ASK FOR COMPAQ QUALITY PARTS**

CCC-255 105480-001

RETURN TO COMPAQ SERVICE DEPT.

10/20 UPGRADE SRP	\$ 350
10-MEGABYTE FIXED DISK DRIVE	\$ 1199
20-MEGABYTE FIXED DISK DRIVE	\$ 1399

U.S. SUGGESTED RESALE PRICE

The prices listed below are the Suggested Resale Prices for the 20-Megabyte Option Kit, the 10-Megabyte Option Kit, and the proposed charge for upgrading COMPAQ PORTABLE II customer units.

COMPAQ PORTABLE II™
10/20 UPGRADE PROGRAM